

AYRSHIRE360**Job Outline**

Post: Lifestyle Assistant: Swimming Instructor

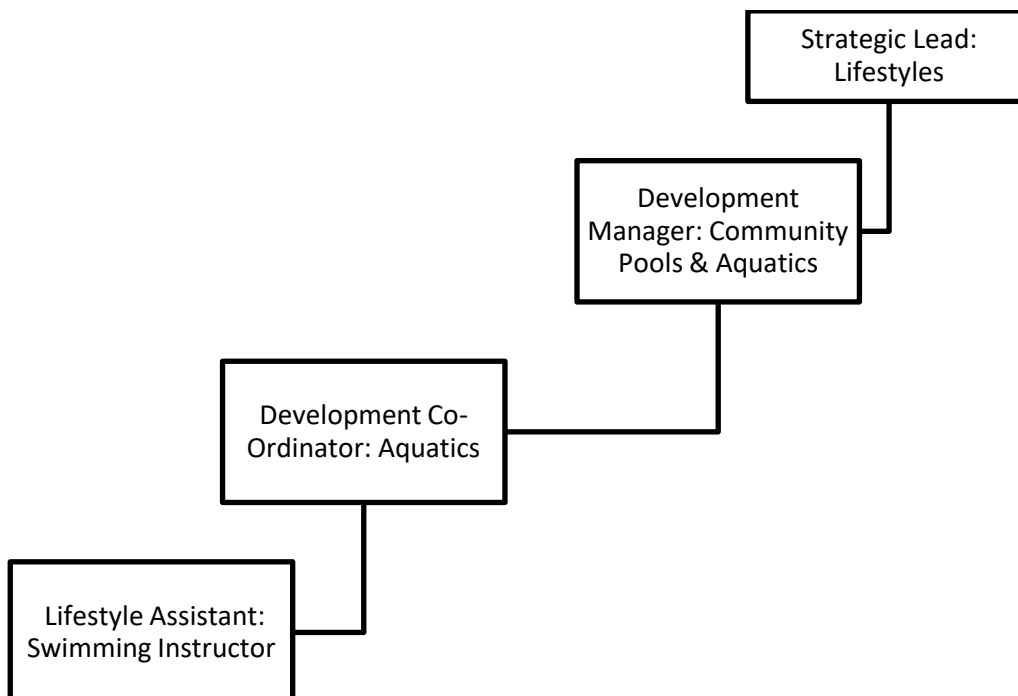
Theme: Commercial

Section: Lifestyle

Grade: G0C

Job Summary: Contributing to and delivering excellent customer service across Ayrshire360, the Lifestyle Assistant: Swimming Instructor will deliver the highest quality aquatics programmes, activities & services across our swimming pools. Working within a performance management and continuous improvement framework the postholder will strive to exceed the expectations of the Ayrshire360 Strategy and Delivery Plan and in doing so promote and recognise the importance of people in delivering our vision and values;

- *Being honest: demonstrate integrity and respect*
- *Engage: inclusivity with our people, partners and communities*
- *Strive: be ambitious and aspire for continuous improvement*
- *Take responsibility: own it and be accountable*

A. SECTION STRUCTURE CHART

B. KEY AREAS OF PERFORMANCE

1. Organise, prepare and deliver a wide range of aquatics programmes, activities, events, initiatives and services across our swimming pools. This will include Group Learn to Swim, Private 1-1, Rookie Lifeguard, Crash course, school swimming, ASN and adult programmes, water safety campaign initiatives and other water-based disciplines.
2. Provide encouragement and supervision to ensure swimmers stay engaged, safe and motivated throughout sessions.
3. Assist with the day-to-day operational set up, delivery and completion of programmes, activities, events, workshops and services to ensure that all areas are compliant with relevant protocols, for example ensuring equipment is fit for purpose and risk assessments are followed.
4. Assist with the set up and removal of swimming aids and equipment before and after lessons.
5. Maintain constant awareness of swimmer safety and be prepared to act in accordance with pool safety operating procedures.
6. Manage group behaviour and maintain an orderly learning environment in and around the pool.
7. Support Swimmers with additional needs, helping to adapt activities to provide an inclusive teaching environment.
8. Continually assess swimmers against the recommended exit criteria, communicating progress to parents and updating our online parent portal.
9. Assist in providing communications for social media messaging and contribute ideas and content for website and newsletters.
10. Actively promote, and communicate, the vision, mission and values of East Ayrshire Leisure Trust, encouraging positive engagement.
11. Demonstrate high quality customer and visitor engagement and provide customers with clear and accurate information on venues and services to best serve the needs of our communities.
12. Act as an ambassador for East Ayrshire Leisure, working collaboratively across all key partners and stakeholders always developing and maintaining close working relationships and demonstrating integrity and respect.
13. Follow all maintenance protocols ensuring all equipment is fit for purpose to support programmes, activities, events, workshops and services.
14. Undertake, as appropriate property and safety checks and assist with security procedures to ensure the security, safety and cleanliness of buildings for visitors and staff.
15. Undertake a range of administrative duties in support of planned programmes, activities, events, workshop and services.
16. At all times exemplify the culture and values of the organisation, demonstrating interpersonal values of trust, honesty, openness and sharing that vision with staff and customers.
17. Deliver the implementation of a positive ethos through the effective interaction with customers and team members.

18. Responsible for the safety of members of the public within an aquatic teaching environment, by remaining alert, using your initiative and knowledge to anticipate and intervene early to prevent any dangerous situations occurring.
19. Drive forward Ayrshire360's commitment to environmental best practice and use resources as efficiently and effectively as possible in the operation of our business, actively exploring new opportunities to promote sustainability.

C. ACCOUNTABILITIES

20. Promote the health and safety of employees at work and of service users undertaking and implementing appropriate risk assessments, first Aid and ensuring compliance with the Trust's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
21. Ensure all activities for which the post holder is responsible are delivered in accordance with Ayrshire360's Equality and Diversity Policies and the statutory, general and specific Equality Duties.
22. Ensure that the Ayrshire360's Customer Service and Customer Charter is followed in all dealings with the people we serve.
23. Adhere to the Ayrshire360's policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
24. Participate in Ayrshire360's Review and Development process annually with all team members in accordance with the East Ayrshire Leisure's procedures.
25. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Ayrshire360's policies and procedures.

This outline is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the grade.

Person Specification

Designation: Lifestyle Assistant: Swimming Instructor	Post No:
Theme: Commercial	Section: Lifestyles

Attributes:	Essential Criteria	Desirable
Qualifications	• Scottish Swimming Teachers Qualification (SSTQ) or equivalent or willingness to undertake within an agreed timeframe AND • RLSS National Rescue Award for Swimming Teachers & Coaches LIGHT or willingness to undertake within an agreed timeframe.	• RLSS Rookie Lifeguard Certificate • RLSS National Rescue Award for Swimming Teachers & Coaches • Scottish Swimming Early Years swimming teacher qualification
Knowledge & Skills	• Ability to complete tasks within a context of competing demands. • Ability to build good working relationships at all levels. • Effective interpersonal and communication skills to motivate individuals. • Ability to recognise and demonstrate good customer service skills • Ability to complete paperwork. • Good ICT skills and knowledge. • Knowledge of Scottish Swimming Learn to Swim programme.	• Working knowledge of the services provided by East Ayrshire Leisure. • Knowledge of Health and Safety legislation in relation to the work undertaken. • Ability to demonstrate continuous personal development • Knowledge of Scottish Swimming National Primary School Swimming Framework
Experience	• Experience in the use of Microsoft Office packages. • Experience of dealing with the public in a customer focused environment. • Experience of delivering programmes, events and workshop sessions to a range of age groups including young persons.	• Worked within a customer or similar related environment.

VALUES:	VALUE STATEMENTS
Honesty & Integrity	B eing honest and demonstrating integrity at all times
Engaging & Inclusive	E ngaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	S triving for continuous improvement by being ambitious and inspirational in all that we do
Responsible & Accountable	T aking responsibility and being accountable for our organisation and our service delivery